

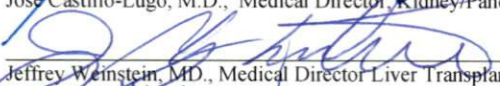

 <b>Methodist Dallas Medical Center</b>	<b>Title:</b> Cancellation of Procedures	<b>Effective Date:</b> 09/17/2020
	<b>Section:</b> Liver, Kidney, Pancreas	
<b>Approved by:</b> <hr/> Lori Kautzman, M.D., Surgical Director Liver Transplant  <hr/> Jose Castillo-Lugo, M.D., Medical Director, Kidney/Pancreas Transplant  <hr/> Jeffrey Weinstein, MD., Medical Director Liver Transplant  <hr/> Melody Holder, Director of Transplant Clinical Operations 		<b>Revision Date(s):</b> 06/2023; 05/2026
		<b>Next review Date:</b> 05/2029

**Purpose:** To provide guidance to the transplant team regarding a standardized process of canceling patient procedures to ensure patient safety

**Policy:** All procedures that are canceled within 48 hours of the scheduled time will be communicated and documented as follows:

- Face-to face communication between Coordinator and Scheduler, where feasible
- Person-to person telephone calls
- Telephone call to patient by the Transplant Coordinator notifying them of cancellation
- Telephone call to the Scheduling Department to notify of cancellation
- All communication will be timely and will be appropriately documented in the EMR as a Telephone Encounter

EMR Result Notes should **not** be used to communicate this.

If a procedure is canceled >48 hours before it is scheduled, the Scheduler may be notified via an EMR Message

For all canceled procedures, regardless of timeframe, it is the responsibility of the sender to follow-up to ensure cancellation